

User Handbook

***How to Connect Your PC or MAC Remotely and Securely
to Your U.S. Department of Commerce Account***

Developed for You by the Office of IT Services (OITS)/IT Service Desk

****** For both Windows and MAC ******

Need Further Help?

If you need more help or have questions, please contact the IT Service Desk or your Technical Point of Contact (TPOC):

Service Desk: (202) 482-5010

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Introduction

This handbook contains a series of step-by-step user guides and other information related to securely connecting to your U.S. Department of Commerce account from a remote location.

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1. How to Identify Your Operating System

Step 1: Click the **Start** button in the lower left-hand corner of your screen. This will bring up the **Start** menu. See Figure 1 below. (**NOTE:** The Start button on your machine may look a bit different than the one in Figure 1.)

Step 2: Locate the **Computer** or **My Computer** link in the left-hand menu. Right-click on the link. This will bring up the **Computer** menu. See Figure 1 below.

Step 3: Right-click on the **My Computer** or **Computer** link and select **Properties**. This will bring up the **Properties** screen similar to that shown in Figure 2 below.

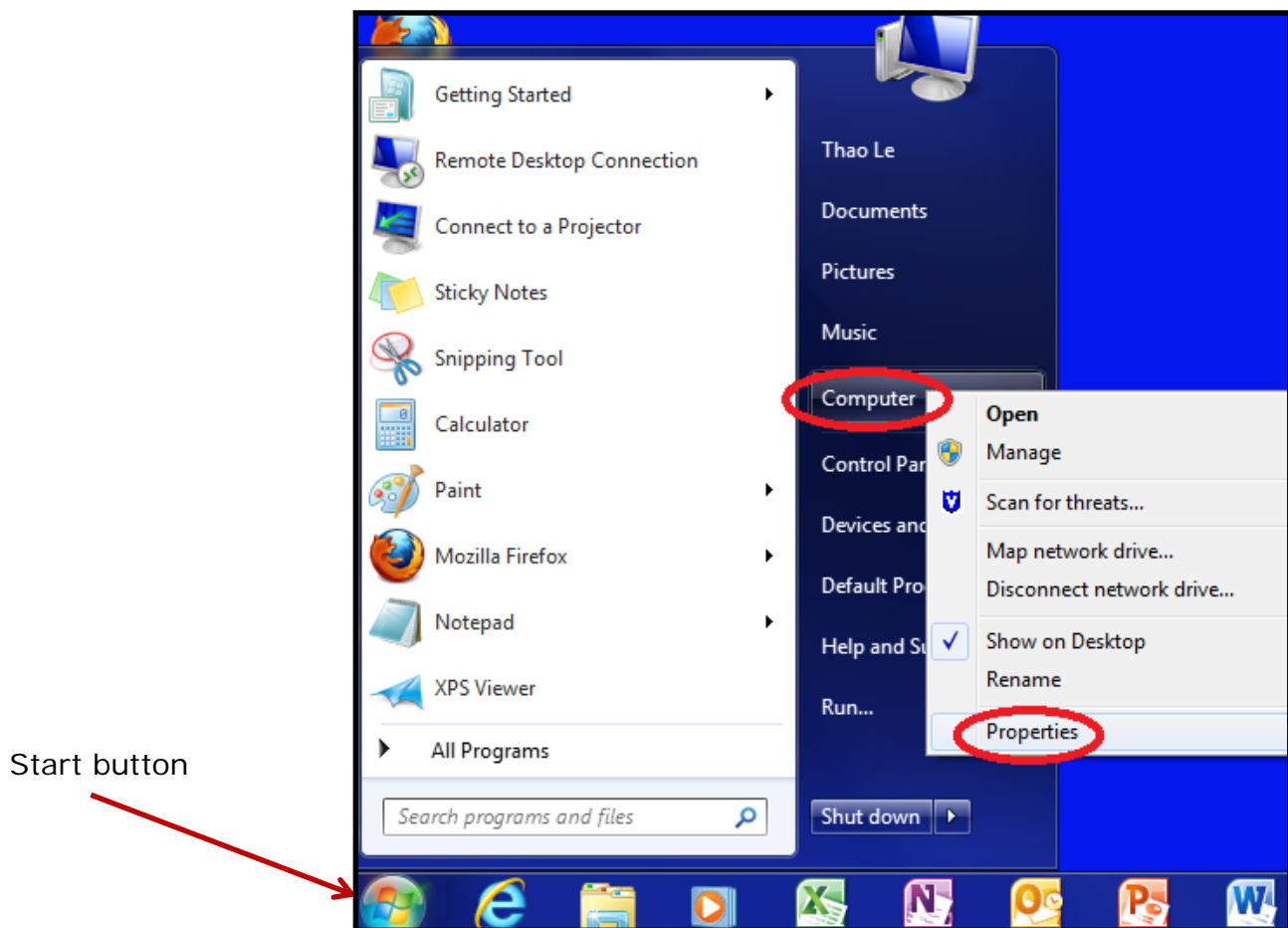


Figure 1 – Right click on **Computer** to view **Computer Properties**.

Step 4: Take a look at the information on the **Properties** page. Locate the Operating System beneath the **Windows edition** or **System** heading. See Figure 2 below. (**NOTE:** Your screen may not be identical to that shown in Figure 2, but it will contain the Operating System information.) Write down the information.

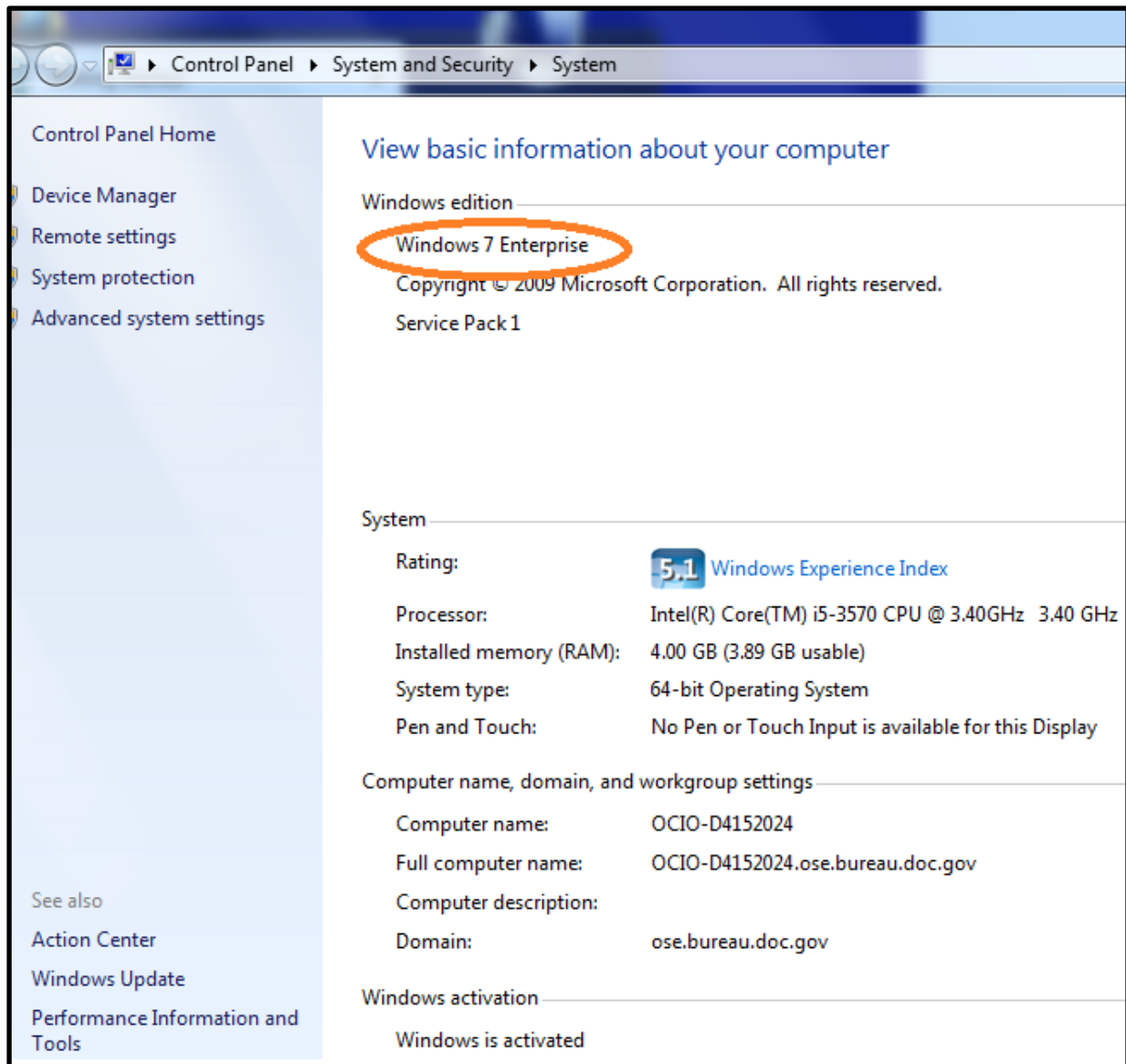


Figure 2 –The information about the **Operating System** is listed under the **Windows edition** or **System** heading.

End of Procedure

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2. Supported Platforms

Only the use of Internet Explorer with the ActiveX plug-in is supported by HCHB Service Desk. Although other browsers can be used, we do not support them. That being said, here are all the combinations available to users:

OSs	Browsers
Windows 7 on x86 (32-bit) and x64 (64-bit)	Internet Explorer 8.x and 9.x (ActiveX and Java) Firefox 3.x and 4.x (Java) Google Chrome 6.0, 7.0 and later (Java)
Windows Vista x64 (64-bit) Windows Vista x86 (32-bit) SP2 Windows Vista x86 (32-bit) SP1 with KB952876	Internet Explorer 7.x, 8.x and 9.x (ActiveX and Java) Firefox 3.x and 4.x (Java) Google Chrome 6.0, 7.0 and later (Java)
Windows XP x64 (64-bit)	Internet Explorer 7.x and 8.x (ActiveX and Java) Firefox 3.x and 4.x (Java) Google Chrome 6.0, 7.0 and later (Java)
Windows XP x64 (32-bit) SP2	Microsoft Internet Explorer 6.x-8.x (ActiveX and Java) Firefox 3.x and 4.x (Java) Google Chrome 6.0, 7.0 and later (Java)
Mac OS X 10.5 & 10.6 (32-bit and 64-bit)	Safari 3.x and 4.x and 5.x (Java) Firefox 3.x and 4.x (Java) Google Chrome 6.0, 7.0 and later (Java)
Linux	Firefox 3.x and 4.x (Java)

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3. How to Log In Using SSL VPN on Windows XP

Step 1: Add <https://sslvpn.doc.gov> to the “Trusted Sites” list in Internet Explorer (see [Section 8: How to Add a Trusted Site and Bookmark](#)).

Step 2: Update Java to the latest version (see [Section 9: How to Update Java on Your Personal Machine](#)).

Step 3: Launch Internet Explorer.

Step 4: Go to: <https://sslvpn.doc.gov>.

Step 5: Login with your Username and Passcode.

The image shows a web form titled "DOC SSL VPN Login". Below the title, it says "Please enter your username and passcode." There are two input fields: "Username:" followed by a text box, and "Passcode:" followed by a text box containing six dots. Below these fields is a "Login" button.

Figure 3 - Type in your **username** in the “Username” field. In the “Passcode:” field enters your **4-8 digits PIN** plus the **six-digit code** from your RSA token. Then click Login.

NOTE: If you are new user (see [Section 7: How to Create a PIN for SSL VPN](#)).

Step 6: Read the U.S. Government notice and press **Continue**.



Figure 4 - Read the above information and click **Continue** to proceed.

Step 7: When the screen below appears, click on the first link if you are connecting using a desktop computer. If you're using a laptop, click on **Laptop-OCIO**. (NOTE: Some information is blocked out below for security purposes.)

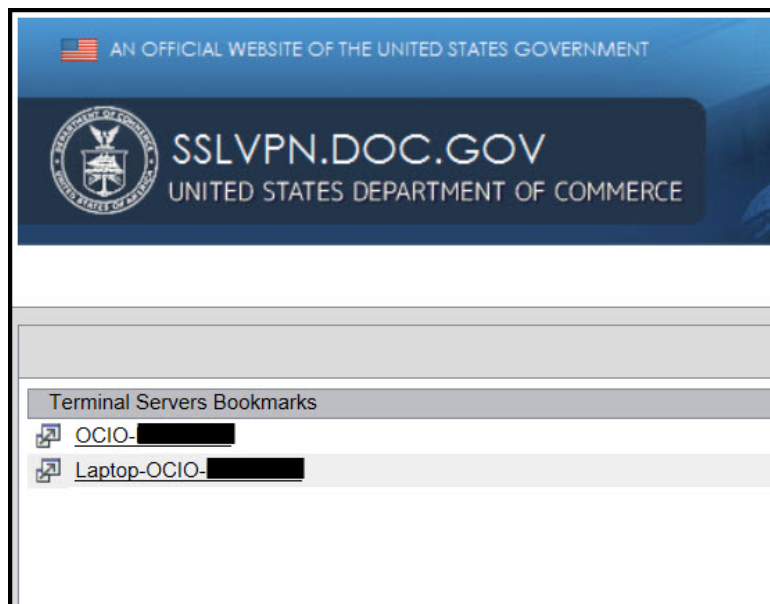


Figure 5 – Click on one of the two links below the **Terminal Servers Bookmarks** heading. Click **OCIO** if you are connecting using a desktop monitor or **Laptop-OCIO** if using a laptop.

Step 8: Accept the Digital Signature and press **Run**.

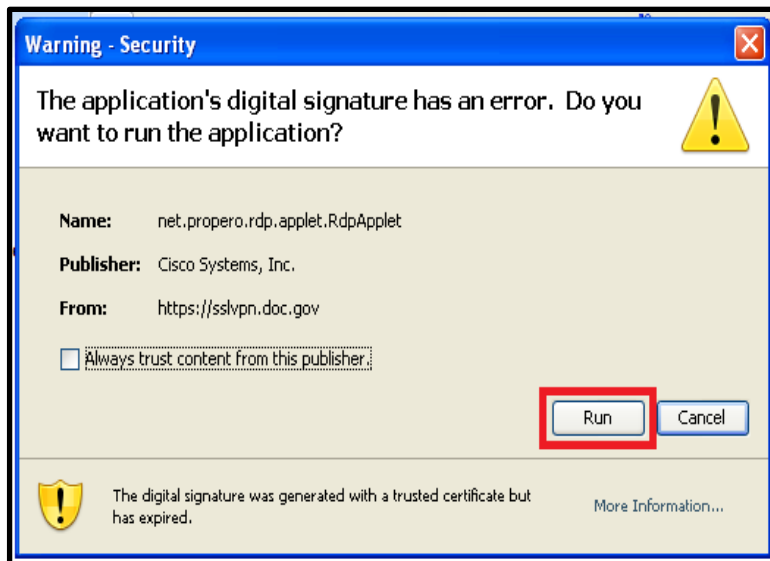


Figure 6 – Check the **Always Trust Content from this Publisher** box, and then click **Run**.

Step 9: Click **OK** to precede the next step.

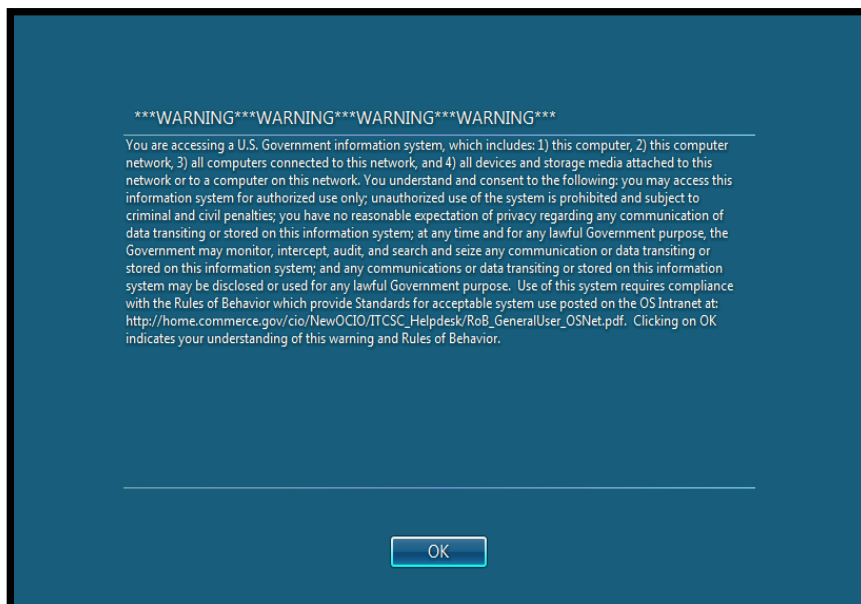


Figure 7 – Click the **OK** button to precede the next step.

Step 10: Click on **Other User**.

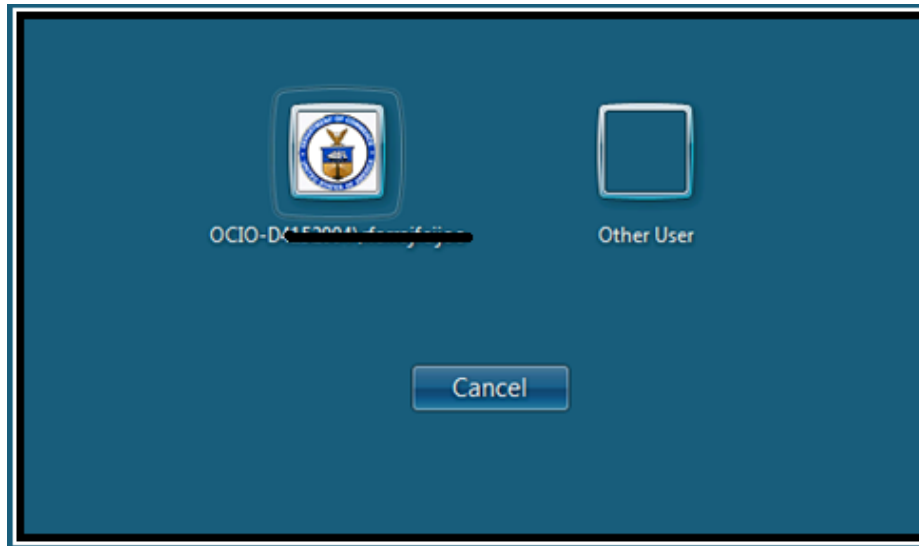


Figure 8 – Click on **Other User** to sign as OSE domain.

Step 11: Login using your workstation credentials. Type "OSE\" before your username to sign into the OSE domain.



Figure 9 – Login using your workstation credentials. **IMPORTANT:** Type "OSE\" before your username as shown in the screenshot above.

Step 12: When complete, disconnect from the workstation.



Figure 10 - Click on the Windows **Start** button, go to **Log off** and click **Disconnect**

Step 13: Logout of SSL VPN portal

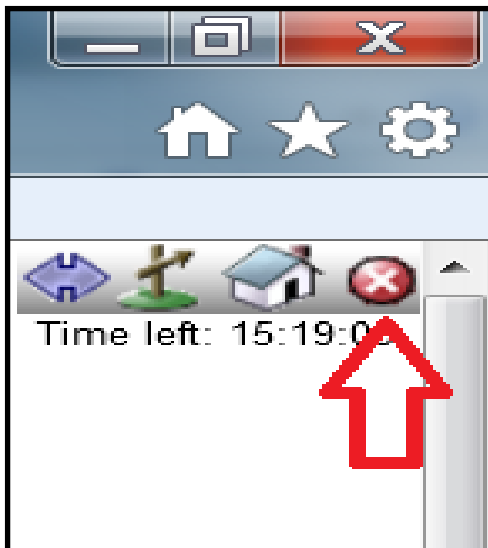


Figure 11 -Click the Logout button **X** in the upper right-hand corner to disconnect from the portal.

End of Procedure

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4. How to Log In Using SSL VPN on Windows Vista

Step 1: Add <https://sslvpn.doc.gov> to the “Trusted Sites” list in Internet Explorer (see [Section 8: How to Add a Trusted Site and Bookmark](#)).

Step 2: Update Java to the latest version (see [Section 9: How to Update Java on Your Personal Machine](#)).

Step 3: Launch Firefox.

Step 4: Go to: <https://sslvpn.doc.gov>.

Step 5: Login with your Username and Passcode.


The image shows a web browser window with a title bar that says "DOC SSL VPN Login". The main content area has a dark header with the same text. Below the header, it says "Please enter your username and passcode." There are two input fields: "Username:" followed by a text box, and "Passcode:" followed by a text box containing six dots. Below these fields is a blue "Login" button.

Figure 12 - Type in your username in the **Username** field. In the **Passcode:** field enters your **4-8 digits PIN** plus the **six-digit code** from your RSA token. Then click **Login**.

NOTE: If you are a new user, see [Section 7: How to Create Your PIN for SSL VPN](#).

Step 6: Read the U.S. Government notice and press **Continue**.

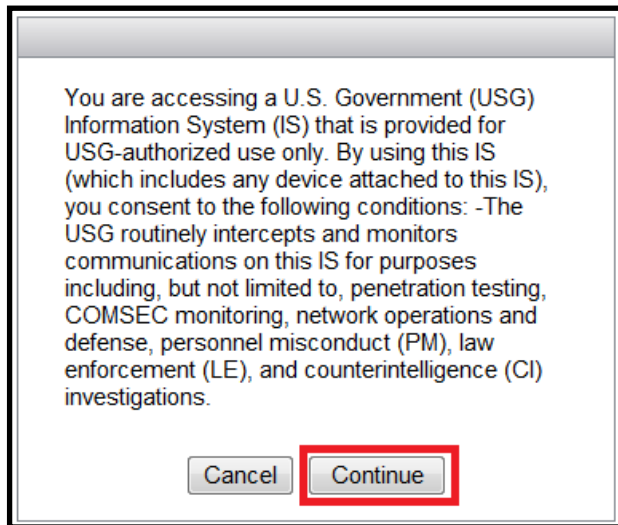


Figure 13 - Read the above information and click **Continue** to proceed.

Step 7: When the screen below appears, click on the first link if you are connecting using a desktop computer. If you're using a laptop, click on Laptop-OCIO. (NOTE: Some information is blocked out below for security purposes.)

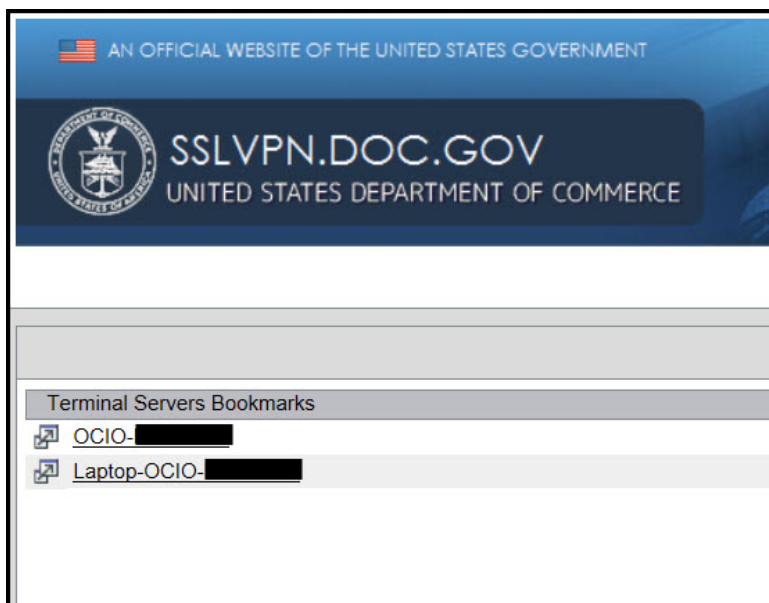


Figure 14 – Click on one of the two links below the **Terminal Servers Bookmarks** heading. Click **OCIO** if you are connecting using a desktop monitor or **Laptop-OCIO** if using a laptop.

Step 8: Accept the Digital Signature and press **Run**.

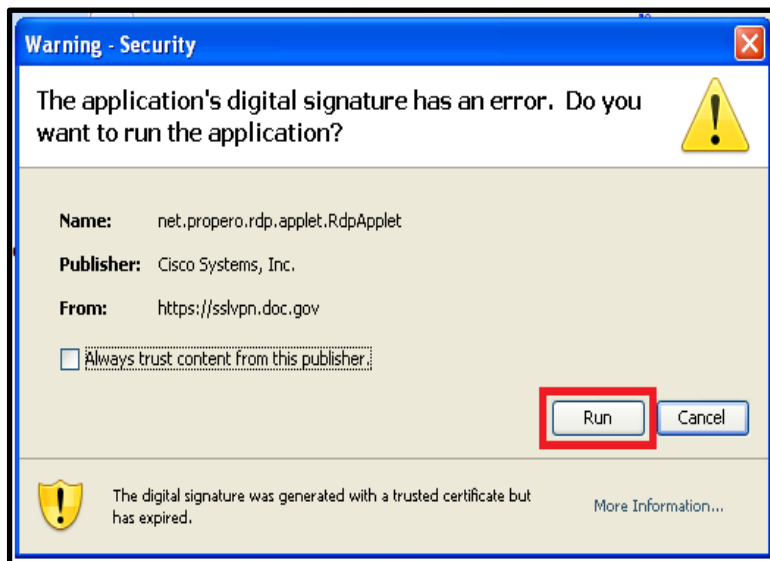


Figure 15 – Check the **Always Trust Content from this Publisher** box, and then click **Run**.

Step 9: Click **OK** to precede the next step

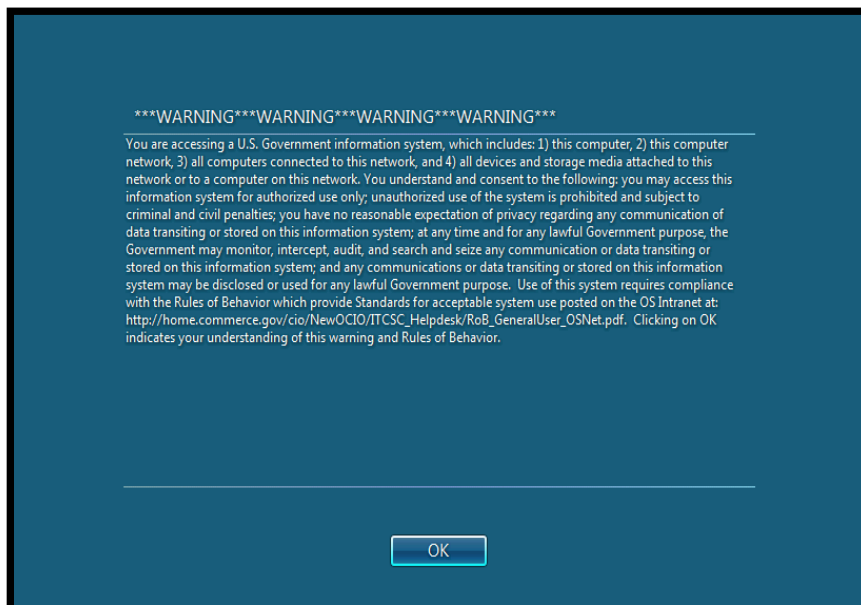


Figure 16 – Click the **OK** button to precede the next step.

Step 10: Click on **Other User**.

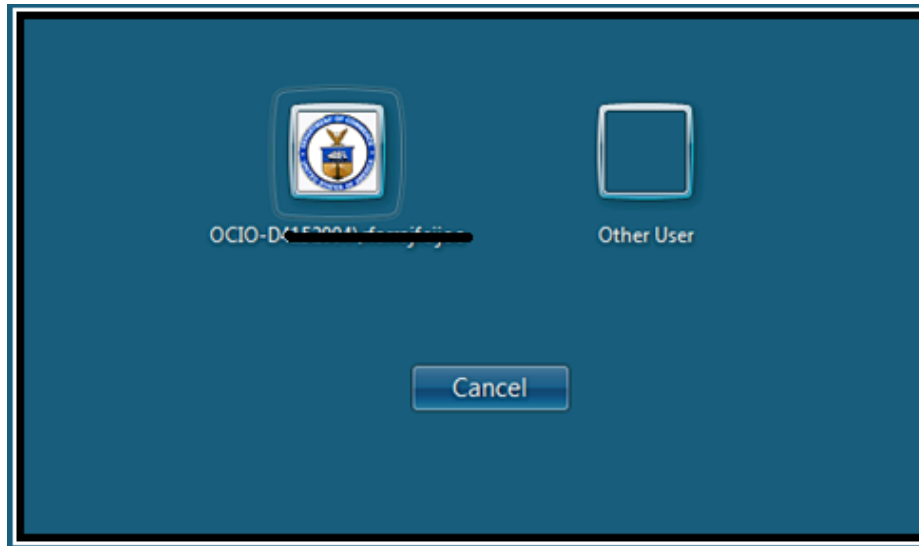


Figure 17 – Click on “Other User” to sign as OSE domain.

Step 11: Login using your workstation credentials. Type “OSE\” before your username to sign into the OSE domain.



Figure 18 – Login using your workstation credentials. **IMPORTANT:** Type “OSE\” before your username.

Step 12: When complete, press **Disconnect** to disconnect from the workstation.



Figure 19 - Click on the Windows **Start** button, go to **Log off** and click **Disconnect**

Step 13: Logout of SSL VPN portal.

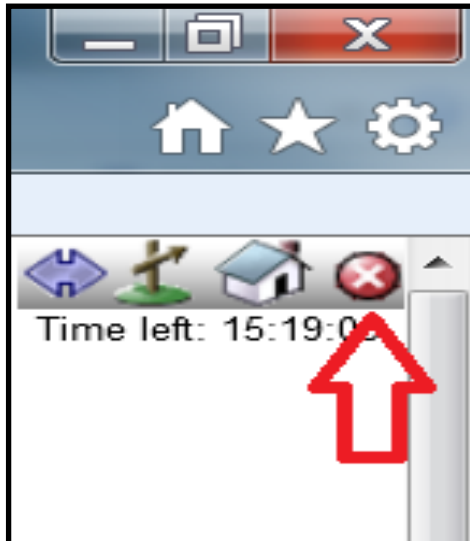


Figure 20 - Click the Logout button **X** on the upper right-hand corner to disconnect from the portal.

End of Procedure

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5. How to Log In Using SSL VPN on Windows 7

Step 1: Add <https://sslvpn.doc.gov> to Trust Site (see [Section 8: How to Add a Trusted Site and Bookmark to Internet Explorer](#)).

Step 2: Enable ActiveX (see [Section 10: How to enable ActiveX for Windows 7](#)).

Step 3: Launch Internet Explorer.

Step 4: Go to: <https://sslvpn.doc.gov>.

Step 5: Login with your Username and Passcode.

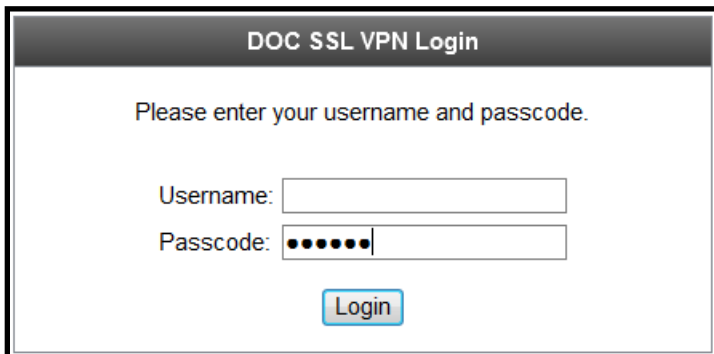


Figure 21 - Type in your username and the **4-8 digits PIN** plus the **six-digit code** from your RSA token. Then press Login.

NOTE: If you are new user (see [Section 7: How to Create Your PIN for SSL VPN](#)).

Step 6: Read the U.S. Government notice and press **Continue**.



Figure 22 - Read the above information and press **Continue** to proceed.

Step 7: When the screen below appears, click on the first link if you are connecting using a desktop computer. If you're using a laptop, click on **Laptop-OCIO**. (NOTE: Some information is blocked out below for security purposes.)

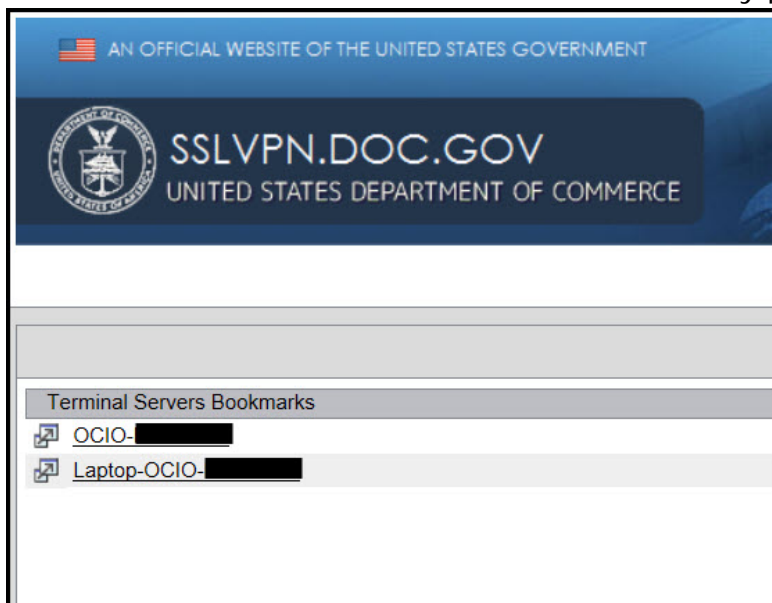


Figure 23 – Click on one of the two links below the **Terminal Servers Bookmarks** heading. Click **OCIO-D** if you are connecting using a desktop monitor or **Laptop-OCIO** if using a laptop.

Step 8: When the **Remote Desktop Connection** windows appears as shown below, click **Connect**.

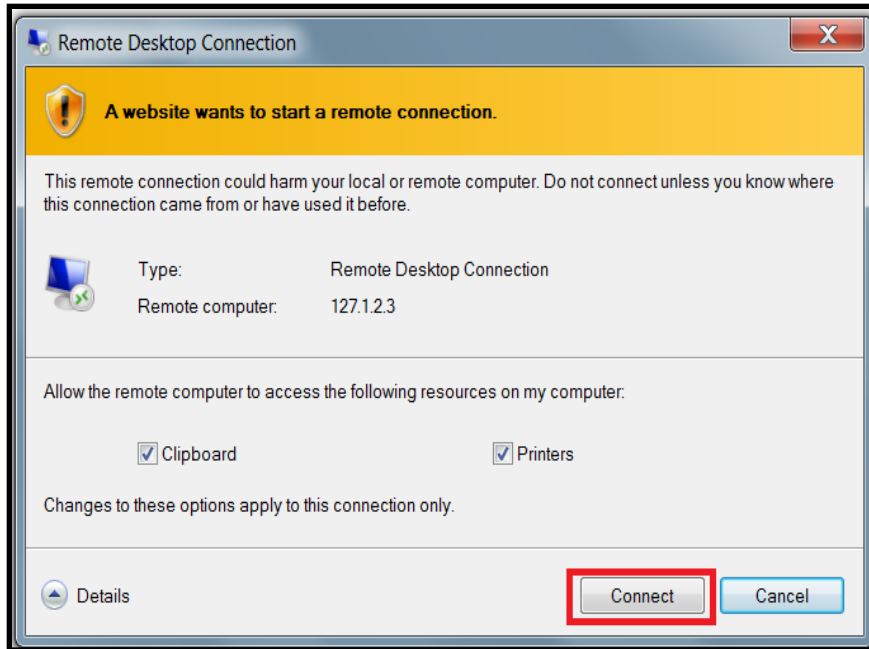


Figure 24 - Press the **Connect** button.

Step 9: If the yellow banner appears as below, click **Install**.

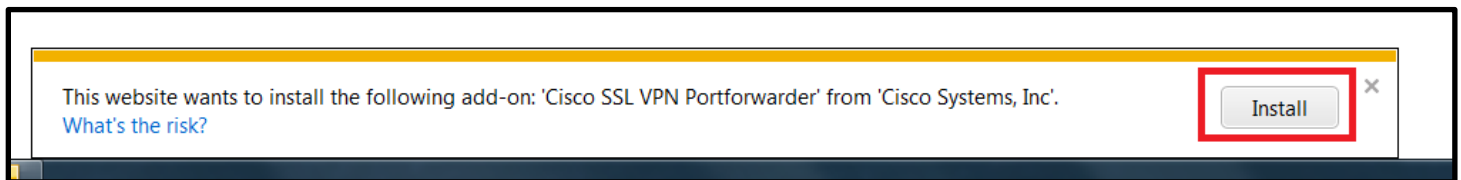


Figure 25 - From the **Yellow Banner** that prompts on the bottom of the screen, click **Install**.

NOTE: This step applies if a user is logging in for the first time login from a given workstation. Users that have connected previously with the same remote machine can skip to Step 10 below.

Step 10: Click **OK** to precede the next step.

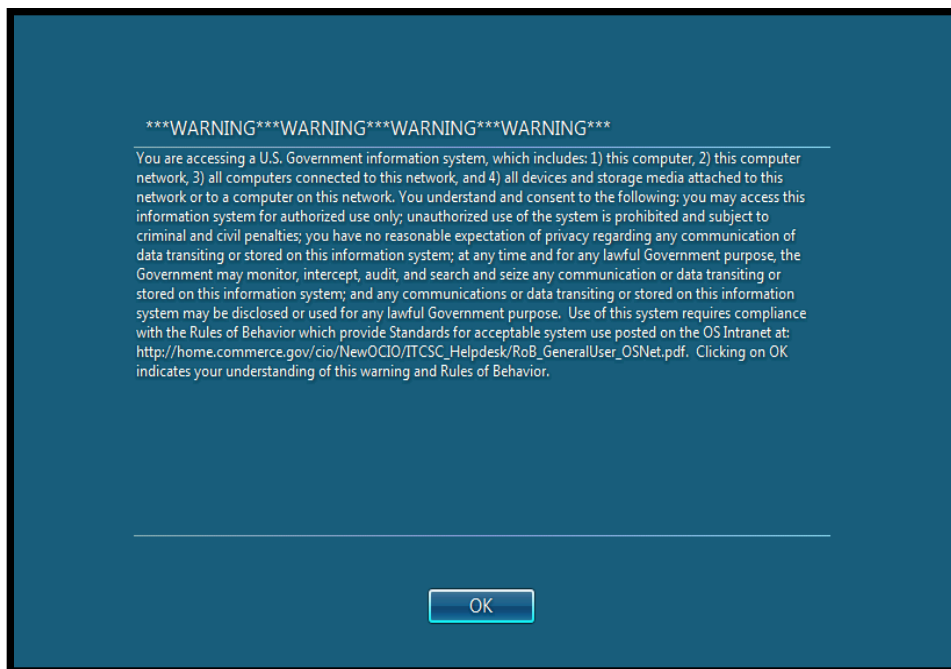


Figure 26 – Click the **OK** button to precede the next step.

Step 11: Click on **Other User**.



Figure 27 – Click on **Other User**.

Step 12: Login using your workstation credentials. Type “OSE\” followed by your workstation username and password as shown below.



Figure 28 – Login using your workstation credentials. **IMPORTANT:** Type “OSE\” followed by your username and password as shown in the screenshot above

Step 13: When you have completed your work, click on the Windows **Start** button, then the small arrow to the right of the **Log off** button and then **Disconnect**.



Figure 29- Click on the Windows **Start** button, go to **Log off** and click **Disconnect**.

Step 14: Log off from the SSL VPN portal by pressing the **X**.

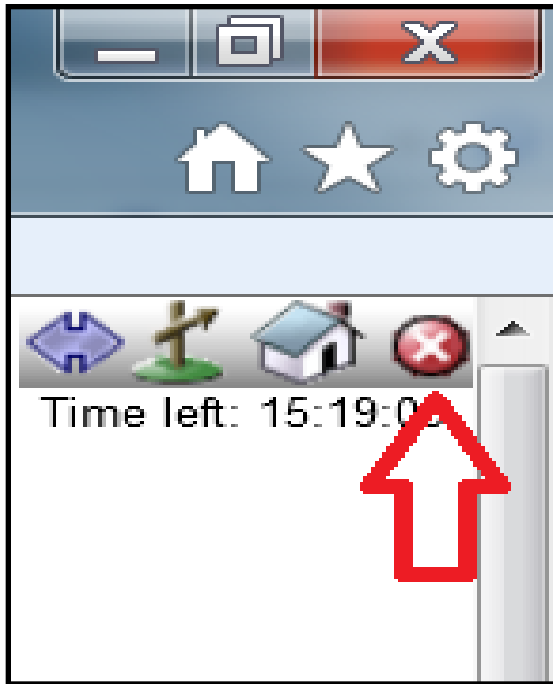


Figure 30 - Click the Logout button **X** in the upper right-hand corner to disconnect from the portal

End of Procedure

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6. How to Log In Using SSL VPN on Windows 8

Step 1: Add <https://sslvpn.doc.gov> to the **Trusted Sites** list in Internet Explorer (see [Section 8: How to Add a Trusted Site and Bookmark to Internet Explorer](#)).

Step 2: Update Java to the latest version (see [Section 9: How to Update Java on Your Personal Machine](#)).

Step 3: Launch Internet Explorer.



Figure 31 – Click on the **Desktop** icon and from the desktop launch **Internet Explorer**.

Step 4: Go to: <https://sslvpn.doc.gov>.

Step 5: Login with your Username and Passcode.

A screenshot of a login window titled "DOC SSL VPN Login". The window has a dark header bar with the title. Below the header, it says "Please enter your username and passcode." There are two input fields: "Username:" followed by a text box, and "Passcode:" followed by a text box with six dots and a cursor. Below the passcode field is a blue "Login" button.

Figure 32 - Type in your username and the 4-8 digits PIN plus the six-digit code from your RSA token. Then press Login.

NOTE: If you are new user (see [Section 7: How to Create Your PIN for SSL VPN](#)).

Step 6: Read the U.S. Government notice and press **Continue** to proceed.

A screenshot of a dialog box containing a U.S. Government notice. The text reads: "You are accessing a U.S. Government (USG) Information System (IS) that is provided for USG-authorized use only. By using this IS (which includes any device attached to this IS), you consent to the following conditions: -The USG routinely intercepts and monitors communications on this IS for purposes including, but not limited to, penetration testing, COMSEC monitoring, network operations and defense, personnel misconduct (PM), law enforcement (LE), and counterintelligence (CI) investigations." At the bottom, there are two buttons: "Cancel" and "Continue". The "Continue" button is highlighted with a red rectangular border.

Figure 33 - Read the above information and press **Continue** to proceed.

Step 7: Click on one of the links beneath the **Terminal Servers Bookmarks** heading on the SSL VPN Portal. Click on **Laptop-OCIO** if using a laptop.

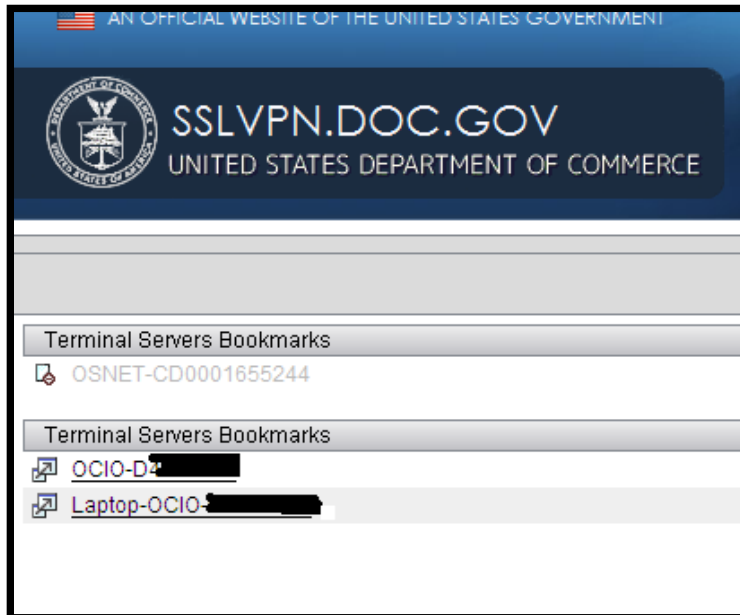


Figure 34 – Identify the two links below the **Terminal Servers Bookmarks** heading. Click on **OCIO-D** if you are connecting using a desktop or **Laptop-OCIO** if using a laptop.

Step 8: When Remote Desktop Connection prompts, click **Connect**

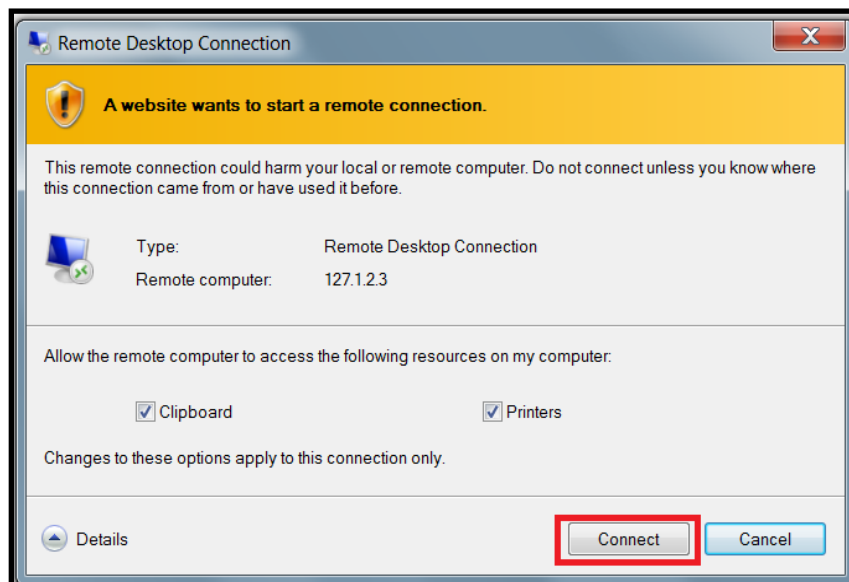


Figure 35 - Press the **Connect** button.

Step 9: If the yellow outlined dialogue window appears as shown below, press **Install** to continue.

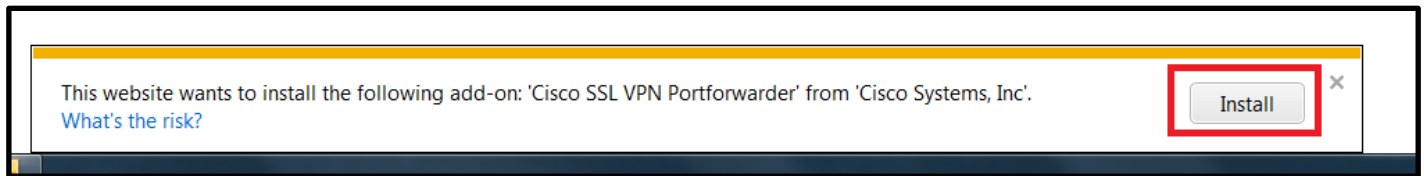


Figure 36- If this banner appears on the bottom of the screen, click **Install**.

NOTE: This step applies to a first time login from a given workstation. Users that have connected previously with the same remote machine can skip to Step 10.

Step 10: Click **OK** to precede the next step.

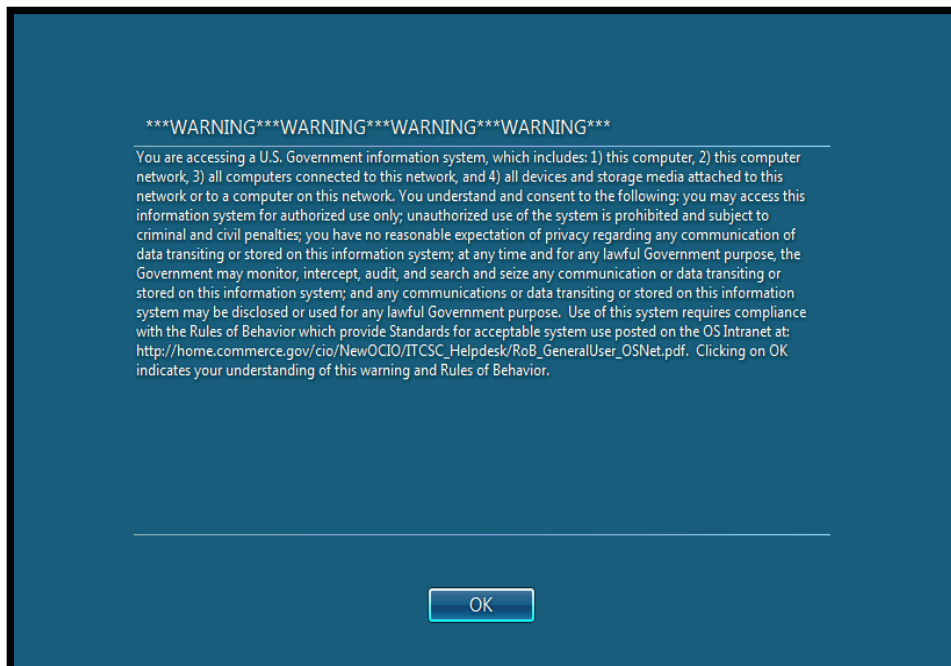


Figure 37 – Click the **OK** button to precede the next step.

Step 11: Click on **Other User**.

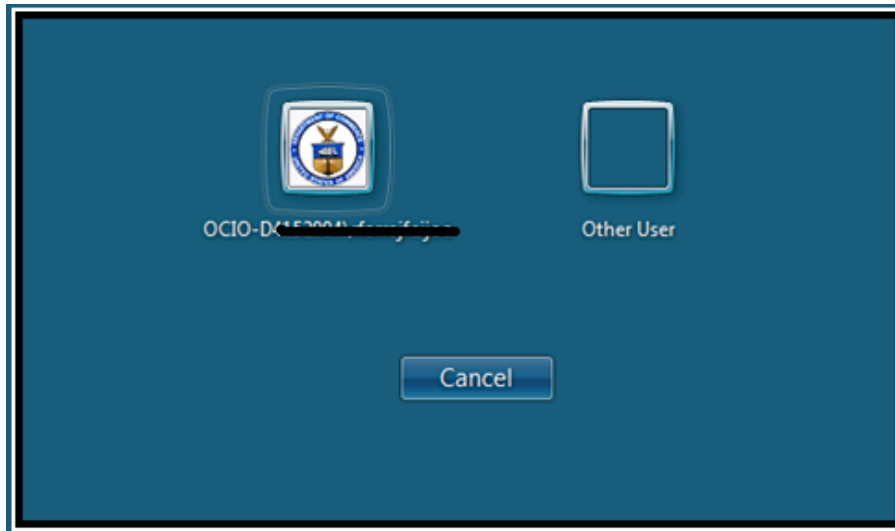


Figure 38 – Click on **Other User**, as shown in the screenshot above.

Step 12: Login using your workstation credentials. Make sure you type "OSE\" before your username as shown in the screenshot below.



Figure 39 – Login using your workstation credentials.
IMPORTANT: Type "OSE\" before your username.

Step 13: When you have completed your work, navigate to the **Log off** button, click the small arrow to the right and then click the **Disconnect** button.



Figure 40 – Press the **Disconnect** button as shown above to disconnect from your workstation.

Step 14: Click the **X** as shown below to logout of the SSL VPN portal.

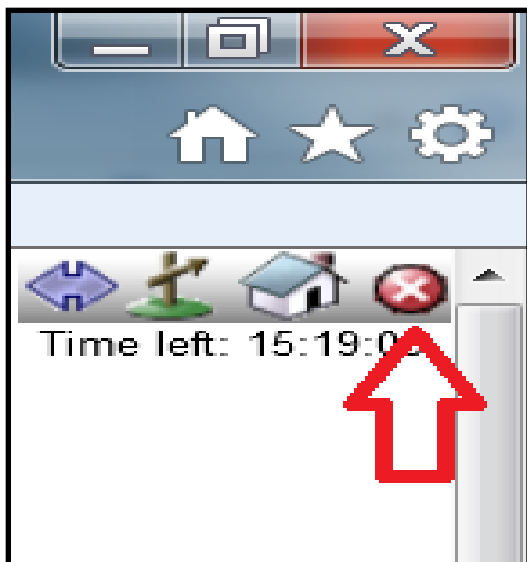


Figure 41 - Click the Logout button **X** on the upper right-hand corner to disconnect from the portal

End of Procedure

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7. How to Log in Using SSL VPN on a MAC

Step 1: Go to Java.com and click on the “Download” link. When you get the screen below, click on “See all Java downloads”



Figure 42 - Click on the "See all Java downloads" as shown in the Figure above.

Step 2: Click on “MAC OS X” as shown in figure below and install.

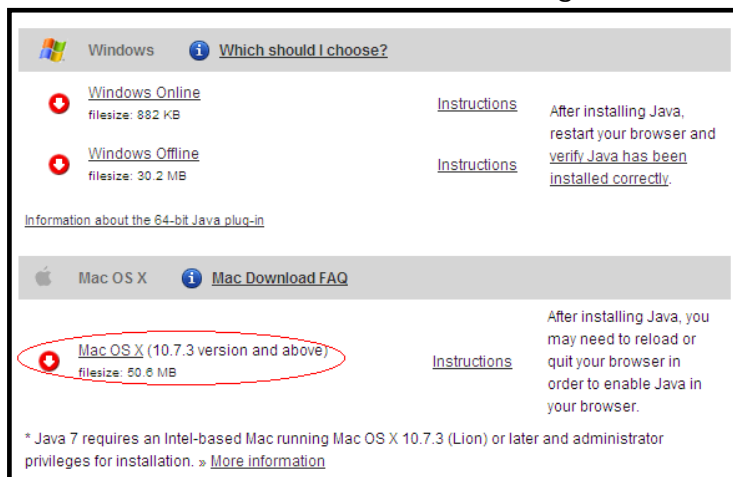


Figure 43 - Click on the "Mac OS X" link to download the install file.

Step 3: When the Java installation completes, reboot the MAC.

Step 4: Launch Safari to log in to the SSLVPN site <https://sslvpn.doc.gov>.

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8. How to Create Your PIN for SSL VPN

Step 1: Start Internet Explorer and type <https://sslvpn.doc.gov>.



Figure 44 - Start Internet Explorer and browse to <https://sslvpn.doc.gov>.

Step 2: Enter your username in the **Username** field. (Usually, first initial and last name or your workstation USER ID)

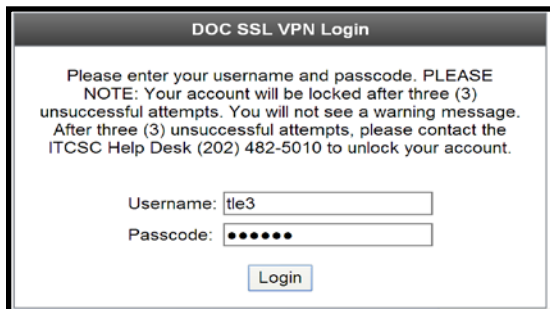
A screenshot of the "DOC SSL VPN Login" web form. The form has a title bar "DOC SSL VPN Login". Below the title bar, there is a message: "Please enter your username and passcode. PLEASE NOTE: Your account will be locked after three (3) unsuccessful attempts. You will not see a warning message. After three (3) unsuccessful attempts, please contact the ITCSC Help Desk (202) 482-5010 to unlock your account." Below this message are two input fields: "Username:" with the text "tle3" entered, and "Passcode:" with six dots. A "Login" button is located below the passcode field.

Figure 45 - Enter your username into the Username field as shown above.

Step 3: Enter your Token Number in the **Passcode** field and Click the **Login** key.



Figure 46 - Take the number from your RSA Token and enter it into the Passcode field as shown in Figure 45.



Figure 47 - Enter the number from your RSA Token into the Passcode field.

Step 4: Next, a window will ask if you want to create a PIN. Enter **"Y"** for "Yes" and then click **Continue**.

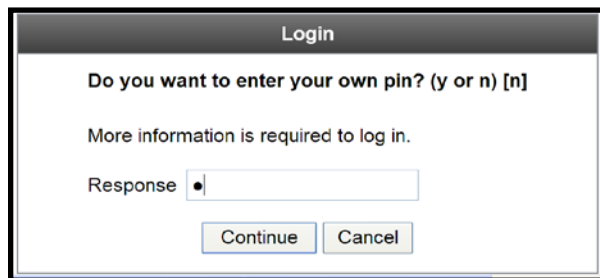


Figure 48 - Enter Y into the Response field.

Step 5: Enter a 4-8 digit numerical PIN.

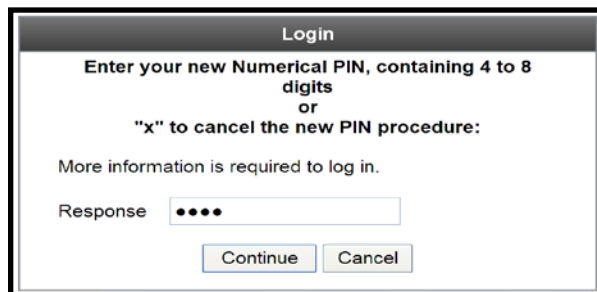


Figure 49- Enter 4-8 digits into the Response field to create a PIN.

Step 6: Re-enter same PIN number to confirm and click continue.

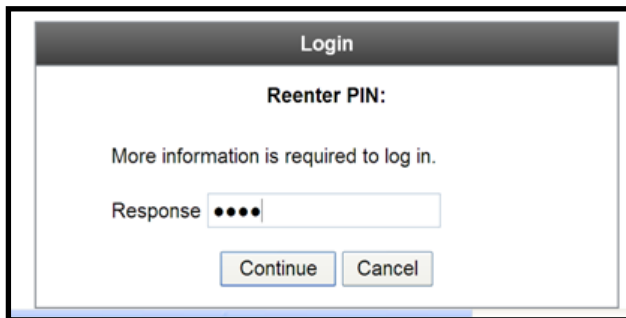


Figure 50- Re-enter the same number from above.

Step 7: Your PIN has been created. Click **Continue** to go forward.



Figure 51— Your PIN has been created successfully. Click **Continue**.

Step 8: All future logins to the VPN will require a Passcode that is formed using your PIN followed by the current token code.

Example: If your PIN=1234 and your current token code=678950, then your Passcode would be entered as 1234678950.

Note: Your token number will change every 60 seconds. Each bar at the left of the token code represents 10 seconds.

The screenshot shows a web-based login interface titled "DOC SSL VPN Login". It contains a warning message: "Please enter your username and passcode. PLEASE NOTE: Your account will be locked after three (3) unsuccessful attempts. You will not see a warning message. After three (3) unsuccessful attempts, please contact the ITCSC Help Desk (202) 482-5010 to unlock your account." Below the message are two input fields: "Username:" with the text "jdoe" and "Passcode:" with a masked input (dots). A "Login" button is at the bottom. Red arrows highlight the Username field, the Passcode field, and the Login button.

Figure 52 - Type in your **username** in the "Username" field. In the "Passcode:" field enters your **4-8 digit PIN** plus the **six-digit code** from your RSA token. Then click Login.

End of Procedure

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9. How to Add a Trusted Site and Bookmark to Internet Explorer

Procedure #1: Add a Trusted Site to Internet Explorer

Purpose: The following steps show how to add <https://sslvpn.doc.gov> to the “Trusted Sites” list within Internet Explorer. This is needed if using Internet Explorer to securely connect to the Department of Commerce from an external location.

Step 1: Launch Internet Explorer.

Step 2: Go to Tools → Internet Options.

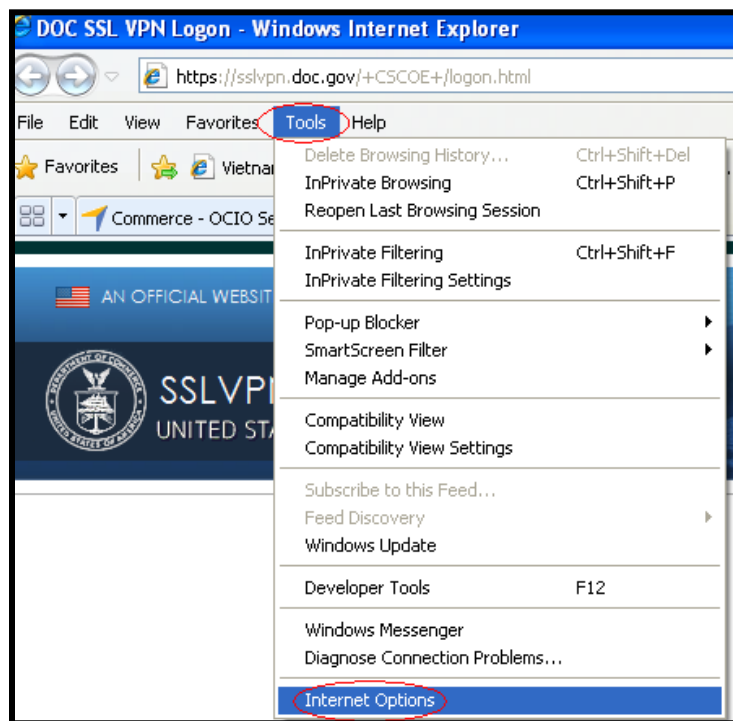


Figure 53 – Click on **Tools**, and then click on **Internet Options**.

Step 3: Go to the **Security** tab → Click on the **Trusted Sites Zone** → Click the **Sites** button.

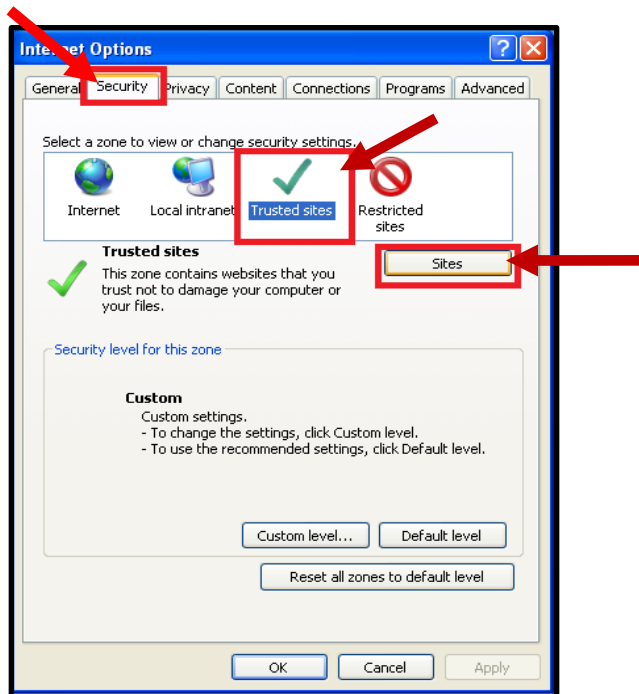


Figure 54 – Click the **Security** tab, click the **Trusted Sites** tab and then click on **Sites**.

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Step 4: Enter **https://sslvpn.doc.gov** in the **Add this website to the zone** box → click the **Add** button → Then Click **Close** → Then Click **OK** to exit the Internet Options window.

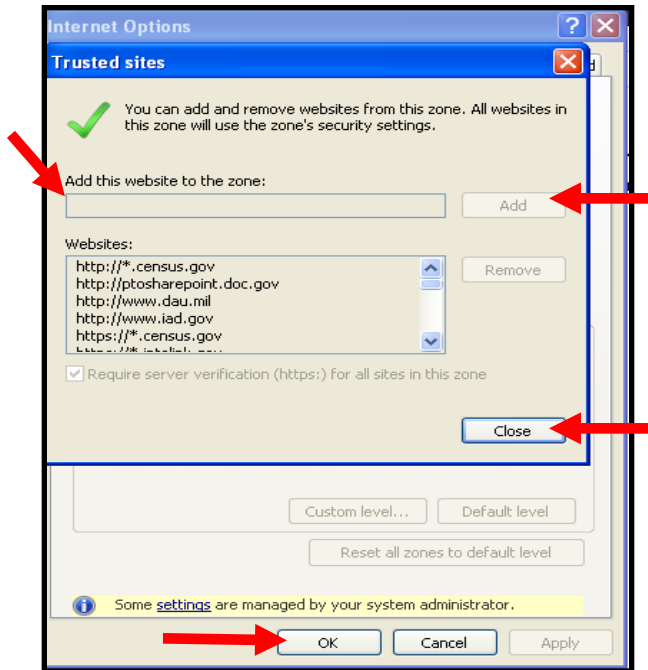


Figure 55 – Type <https://sslvpn.doc.gov> in the **Add box** and click **Add**. Click **OK** to exit the window.

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Procedure #2: Bookmark <https://sslvpn.doc.gov> (optional)

Purpose: The following steps show how to quickly add the SSL-VPN site from the Department of Commerce to the bookmarks within Internet Explorer.

Step 1: Go to <https://sslvpn.doc.gov>.

Step 2: In Internet Explorer, click on the **Favorites** icon and then click on **Add to Favorites**.

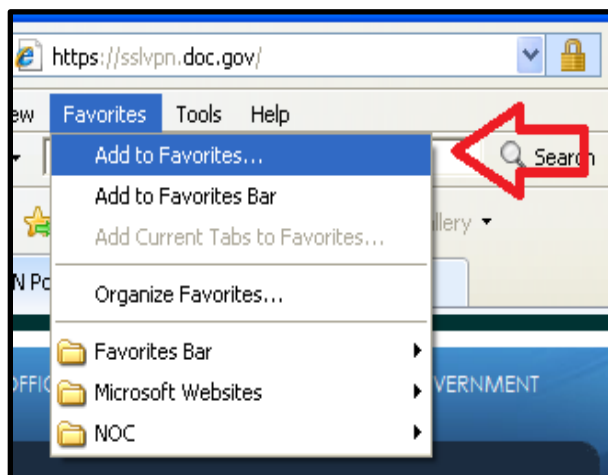


Figure 56 – Click **Favorites** on the menu bar, then **Add to Favorites**.

Step 3: The **Add a Favorite** dialog prompt will pop up. Click the **Add** button.

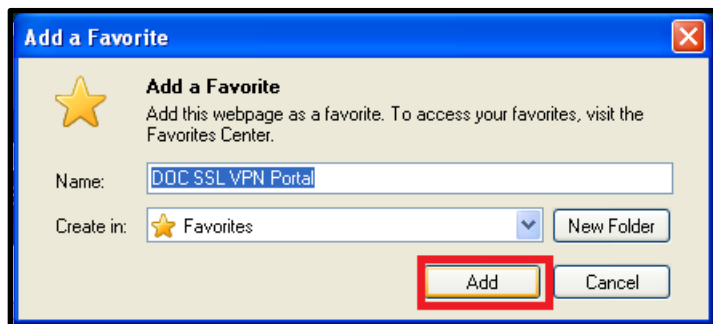


Figure 57 – Give a **Name to the Favorite**, and then click **Add** to complete the process.

End of Procedure

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10. How to Update Java on Your Personal Machine

Step 1: Launch Internet Explorer.

Step 2: Go to <http://java.com>.

Step 3: Click the **Free Java Download** button as shown in Figure 1 below.



Figure 58 - Click the **Free Java Download** button.

Step 4: Click the **Agree and Start Free Download** button as shown in Figure 2.



Figure 59 - Click the **Agree and Start Free Download** button.

Step 5: Click **Save**, click on the **Desktop** icon, then click on **Save**.

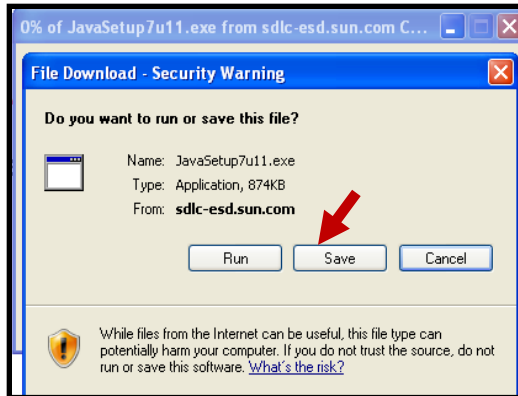


Figure 60 – Click the **Save** button.



Figure 61 – Click the **Desktop** icon, then the **Save** button.

Step 6: Locate the file you saved on your desktop and double click to run the program. (Look for the icon shown in Figure 5 below.)



Figure 62 – Double click on this Java icon on your desktop.

Step 7: The window shown in Figure 6 will appear. Click the **Run** button.

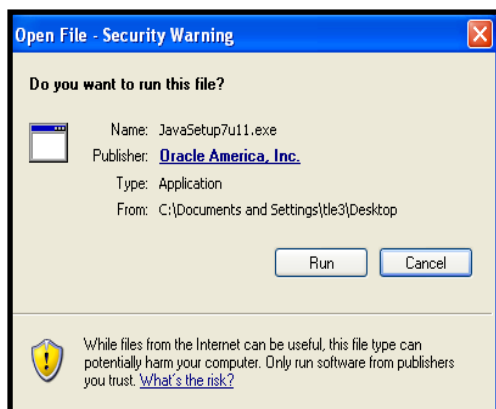


Figure 63 - Click the **Run** button.

Step 8: Once you click the **Run** button, the full update installer will start to download to your machine (see Figure 7 below). Wait for this process to complete.



Figure 64 – Once you click the **Run** button, the program will download the full Java installer.

Step 9: When the **Welcome to Java** window appears, as shown in Figure 8 below, click the **Install** button. This will launch the Windows Installer shown in Figure 9.



Figure 65 - When this window appears, click the **Install** button.

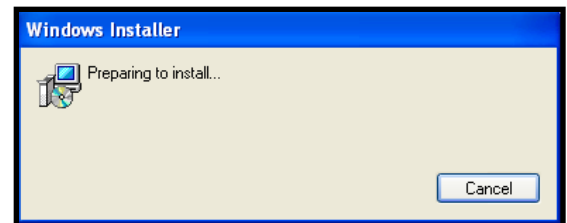


Figure 66 – This window appears within a minute after the **Install** button is clicked.

Step 10: Wait while the Java update is installed. The window, shown in Figure 10 below, will indicate the progress of the update.



Figure 67 - This window shows the progress of the Java update.

Step 11: When you see the window shown in Figure 11 below, you have successfully updated Java on your personal machine. Click the **Close** button.



Figure 68 - This window indicates that you have successfully updated Java on your machine. Click the **Close** button.

End of Procedure

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11. How to Enable ActiveX for Windows 7

Step 1: Go to **Start** → type **Services** in the search box → then select **Services**.

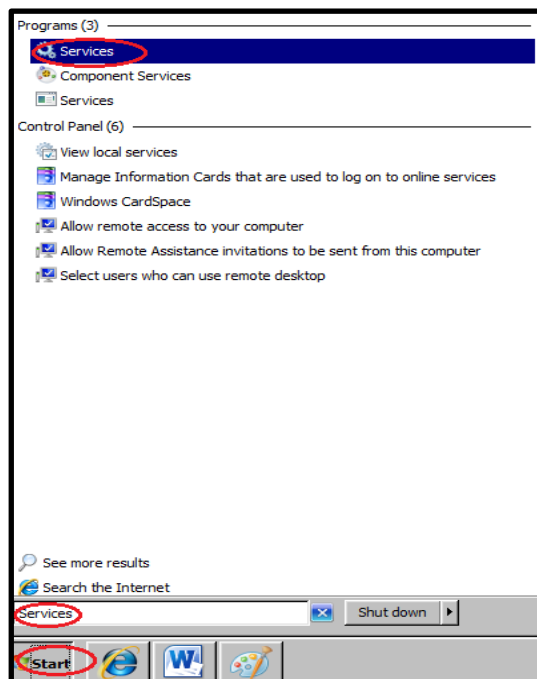


Figure 69 – Click **Start**, type **Services** in the box, and select **Services**.

Step 2: After the **Services** window prompt, double click on ActiveX installer.

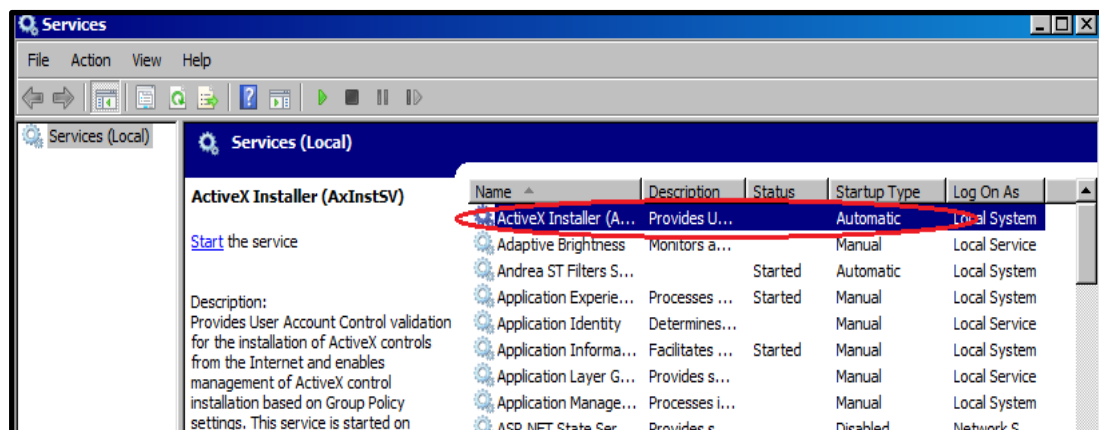


Figure 70 – Double click on **Active X** installer.

Step 3: Under General tab, select **Automatic** for startup type → Then click **Start** for service status → Click “Apply” and “OK” to finish the process.

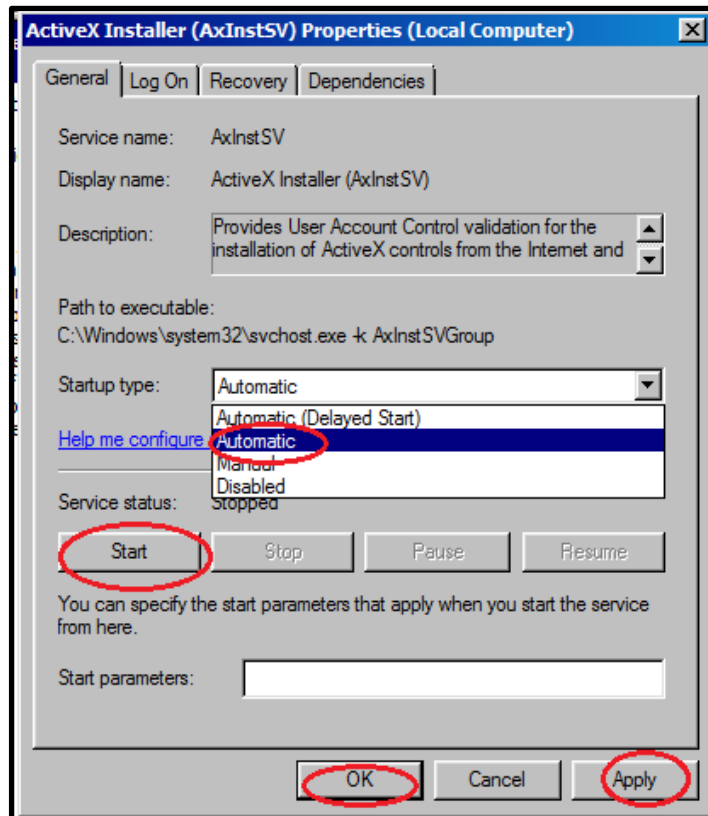


Figure 71 – Under **General** tab, choose **Automatic** for startup type, then click start, click **Apply** and **OK** to complete and close the Window.

End of Procedure

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12. SSL VPN FAQ

Q. What is SSL VPN?

A. SSL VPN is a web-based remote access system that allows HCHB users to connect to their HCHB workstation desktops from another computer.

Q. What are the advantages of the SSL VPN over the AnyConnect VPN?

A. AnyConnect VPN requires remote users to have a Government Furnished Equipment (GFE) product to connect to their workstations. AnyConnect VPN does not provide seamless connectivity and performance.

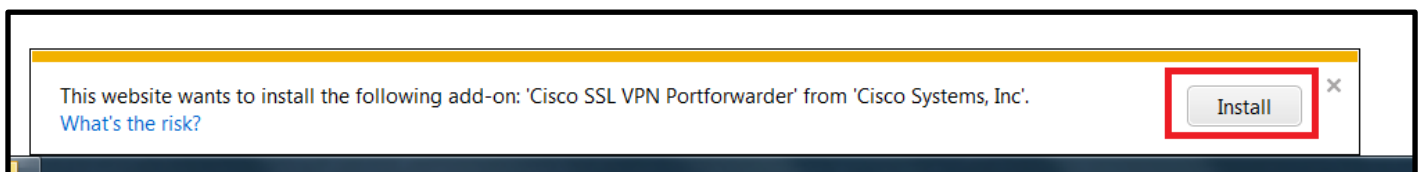
SSLVPN allows users to connect using browsers such as Internet Explorer to their workstations with their non-GFE PCs.

Q. What browser is recommended to support SSL VPN?

A. The best browser to support SSL VPN is Internet Explorer which allows ActiveX control for full screen capability. Other browsers can be used but will only permit Java mode.

Q. Can RDP accommodate full screen capability?

A. To run RDP in full screen mode, you will need to execute Active X control. Use Internet Explorer browser to install ActiveX. When using IE, carefully follow the instructions that display on the top bar to accept and install the ActiveX control.



Q. When I connect to the SSL VPN, will I be able to connect to a previously established Windows session?

A. Yes

Q. Will I be able to resume the session established with SSL VPN when I come in the office?

A. You can resume a session established with SSL VPN on your workstation; however, it is recommended that you save any documents before exiting the SSL VPN console.

Q. Does SSL VPN work with Windows Vista or Windows 7?

A. SSL VPN is compatible with both Windows Vista and Win7 operating systems.

Q. Does SSL VPN work with 64 bit version of Windows?

A. Yes

Q. Does SSL VPN work with Mac OS machines?

A. Yes, but cannot provide full-screen capability because ActiveX control is required. ActiveX works with Internet Explorer and Mac systems don't support this web browser. Instead MacOS will connect through Java mode which by default is only 1024 X 768.

Q. Does SSL VPN work on browsers other than Internet Explorer?

A. Yes, but rather than using ActiveX control full screen mode, other browsers will use Java which only renders a 1024 X 768 screen resolution.

Q. How can I lock my computer or change passwords during a SSL VPN session?

A. Click the Windows START button and click the Windows Security button.

Q. How can I exit from a SSL VPN session and maintain that session for future use?

A. Click the Windows START button and click the Disconnect button.

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